

Customer Service Report for SCB

For the period: Monday, June 01, 2009 12:00:00 AM to Tuesday, June 30, 2009 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	SCB	Web	Other	DCS	SCB	Other	DCS	SCB	Other	To Close
Accounts											
Access/Login	2	0	0	0	0	1	0	0	1	0	2
Password Reset	2	0	0	4	0	2	0	0	4	0	3
Application Support											
COTS-Other/Install	1	0	0	0	0	1	0	0	0	0	0
Connectivity											
TCP/IP	0	1	0	0	0	0	1	0	0	0	0
Email											
Helix Pine Mail	2	0	0	0	0	1	0	0	1	0	1
Helix Support											
Apps/Molecular Modeling	1	0	0	0	0	1	0	0	0	0	0
Apps/Other	3	0	0	0	0	1	0	0	2	0	4
Info/Biowulf	2	0	0	0	0	0	0	0	2	0	4
Info/General	4	0	0	0	0	1	0	0	3	0	6
Grand Total:	17	1	0	4	0	8	1	0	13	0	3

Total Tickets Closed:	13
Total Tickets Assigned/Pending/Checked Out:	9
Total Tickets Created:	22